



2014 Annual Drinking Water Quality Report

(Consumer Confidence Report)



City of Rialto, California

Este informe contiene información muy importante acerca del Agua Potable. Tradúzcalo o hable con alguien que lo entienda bien.

operated by  **VEOLIA**

We are pleased to show you how we have surpassed water-quality standards.

The purpose of this report is to provide you information about the quality of the water we delivered to you during 2014. This report is mandated by the law, but we believe it is your right to know where your water comes from and what it contains. We are happy to report that we have consistently delivered water that has met or exceeded the standards set by State and Federal Law. More information about contaminants and potential health effects can be obtained by calling the USEPA's (United States Environmental Protection Agency) Safe Drinking Water Hotline at 1 (800) 426-4791.



For information regarding this Consumer Confidence Report, please contact **David Terry**, Project Manager
Stephanee Stafford, Operations Supervisor
or **Clarence Mansell**, General Manager
at Rialto Water Services.
(909) 820-0400

About Rialto Water Services

Rialto Water Services (RWS) is a 30-year public-private water and wastewater concession formed by the City of Rialto and Rialto Utility Authority (RUA), in partnership with RWS joint owners Table Rock Capital and a Ullico affiliate. All construction, operations and customer service is performed by Veolia North America.

Under the RWS concession, the City retains full ownership of water and wastewater systems, retains all water rights and supply, and possesses the rate-setting authority associated with the facilities. RWS provides financial backing, oversight and concession services while Veolia delivers all water and wastewater services, including billing and customer service, and oversees a \$41M capital improvement program to upgrade aging facilities. This long-planned upgrade to the infrastructure introduces cost and energy efficiencies for the City, seismic retrofits, improved water supply and wastewater capacity, piping and booster pump improvements, replacement of water mains and valves, and brings hundreds of construction jobs to the local economy.

Our Mission: RWS is committed to the long-term performance, safety, customer and community satisfaction, and lasting cost and energy efficiencies of Rialto's water and wastewater systems, on behalf of the City's residents.

Sources of water supply

Your drinking water is a blend of groundwater from the local water basins, water supplied by San Bernardino Valley Municipal Water District and Water provided by West Valley Water District from its surface water entitlement. The Sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of land or through the layers of the ground it dissolves naturally occurring minerals and in some cases, radioactive material, and can pick up substances resulting from the presence of animal and human activity.

What is surface water?

It is any water that travels or is stored on top of the ground. This would be the water that is in rivers, lakes, streams, reservoirs and the oceans, even though we can't drink salt water. Sometimes surface water sinks into the ground and becomes ground water. Surface water is treated before it becomes drinking water.

What is ground water?

Any water that is underground is ground water. In the water cycle some of the precipitation sinks into the ground and goes into watersheds, aquifers and springs. Ground water flows through layers of sand, clay, rock and gravel. This cleans the water. Ground water stays cleaner than water on the surface. Ground water should not need as much treatment as surface water.

Facts about our potable water

In 2014, 43% of our total potable water came out of the ground water basins, 48% was supplied by San Bernardino Municipal Water District and San Bernardino Valley Municipal Water District. 9% by West Valley Water District of its surface water entitlement.

- Number of Water Service Connections - *11,595*
- Number of Producing Wells - *6*
- Maximum Daily Production - *16.3 million gals*
- Average Daily Production - *9.11 million gals*
- Miles of Water Main - *164.5 miles*
- Total Reservoir Capacity - *28 million gallons*
- Minimum Daily Production - *2.09 million gals*
- Total Annual Production - *3.32 billion gals*

Perchlorate information

To ensure the ongoing safety and quality of the water resource, neighboring local public agency West Valley Water District is in direct partnership with the City of Rialto to lead all perchlorate remediation activities.

Rialto has a zero tolerance policy regarding water that contains detectable levels of Perchlorate. We currently have wellhead treatment on three (3) of our wells for the removal of perchlorate.

This wellhead treatment removes the perchlorate to a Non-Detection Level. The other three (3) wells affected by perchlorate contamination have been shut down, are out of service and have not been used since detection occurred. These wells are targeted for wellhead treatment in the future.

The utility stands by its commitment

- Wells testing positive for perchlorate will NOT be pumped into the water system without wellhead protection.
- Receiving new and more efficient treatment technology for perchlorate removal.
- Continuing with the “Mayors Advisory Committee on Water Contamination.”

These responses, especially the installation of ion exchange water treatment systems, have produced a measure of success that has allowed the utility to deliver potable water to all of its customers without the need to ration or restrict normal usage. More wells are targeted for wellhead treatment in the future. It should be noted that this does not mean that we are back to normal. The drought continues to lower groundwater levels in the Rialto-Colton Basins. The cost to treat perchlorate contaminated water for the two (2) key wells outfitted with the ion exchange systems has been high. Rialto Water Services urges all of its residents to continue conserving water and to look for new ways to reduce the demand upon our system. The City of Rialto continues to pursue those responsible for the contamination to clean up their legacy of perchlorate contamination and provide financial recovery to the citizens of Rialto who are currently paying the costs of dealing with this serious environmental and water supply problem.

RIALTO WATER SERVICES

Water and employee quality

Rialto Water Services is proud to inform residents that the Water Division has passed another annual Water Quality Checkup. The utility's water has met all the Clean Water Standards set forth by the State and Federal Governments in 2004. Part of meeting these requirements is having California Department of Health Services and American Water Works Association (AWWA) certified employees in water Distribution, Treatment and Cross Connection/ Backflow Protection. Certifications are obtained by taking college-level courses in water science and engineering. Our staff continues to upgrade certifications as a part of our Continuing Education Program. State and Federal Certifications allow Rialto Water Services to operate and maintain the public water system for the City of Rialto. This is just one of the many committed efforts we put towards producing clean, safe water for our customers.

Contaminants that may be present in source water

Microbial Contaminants, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

Inorganic Contaminants, such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff and septic systems.

Radioactive Contaminants can naturally occur or be the result of oil and gas production and mining activities.

Terms used in this report

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

Primary Drinking Water Standards (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Variances and Exemptions: Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

ND: not detectable at testing limit

ppm: parts per million or milligrams per liter (mg/L)

ppb: parts per billion or micrograms per liter (ug/L)

ppt: parts per trillion or nanograms per liter (ng/L)

pCi/L: picocuries per liter (a measure of radiation)

DISTRIBUTION SYSTEM

These tables reflect combined water quality of all sources.The West Valley Water District delivered 922.32 Ac. Ft. to the Rialto Water System from the District's distribution system.

Contaminant	Violation Y/N	Highest Level Detected	Range	Unit of Measure	MCL	DLR	PHG	MCLG	Likely Source of Contamination
MICROBIOLOGICAL CONTAMINANTS									
Effluent Turbidity*	N	0.110	.03 - .110	NTU	0.3 - 1.0	N/A	N/A	N/A	Soil runoff
* Note: The annual monthly 95th percentile range was 0.025 to 0.050 NTU in 2013. This means that 95 percent of the (4) hours turbidity readings within the month were below the indicated range.									
Cyrtosporidium**		0	0	oocyst/L	N/A	N/A	N/A	N/A	Human and animal fecal waste
**This result is from untreated California State Project Water that comes from Northern California via San Bernardino Valley Municipal Water District out of 24 samples from 4/17/07 through 3/17/09 only one sample detected Cryptosporidium. The weighted average value for all Cryptosporidium samples taken was .004 oocyst Per liter. The District uses ultra violet (UV) disinfection when ever State Project Water is treated at the O.P. Roemer Water Filtration Facility.									
INORGANIC CONTAMINANTS									
Aluminum***	N	290	ND-290	Ug/L	1000	50	N/A	N/A	Residue from surface water treatment process
Arsenic	N	5.0	ND-5.0	Ug/L	10	N/A	0.004	N/A	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
DISINFECTION BY PRODUCTS									
Tthm and HAA5 analysis are conducted quarterly within the Distribution System, results listed in this report represents a four quarter running weighted average for the year 2013. The other 4 quarter running average for tthm=92 Ug/L and HAA5=3.5 Ug/L									
Total Trihalomethanes (TThm)	N	15.1	2.7-15.1	Ug/L	60	N/A	N/A	N/A	By-product of drinking water chlorination
Haloacetic Acids (HAA5)	N	4.40	ND-4.40	Ug/L	40	N/A	N/A	N/A	By-product of drinking water chlorination
REGULATED CONTAMINANTS WITH SECONDARY STANDARDS									
Contaminant	Violation Y/N	Highest Level Detected	Range	Units	Secondary MCL's	DLR	Likely Source of Contamination		
Aluminum***	N	290	ND-290	Ug/L	200	50	Erosion of natural deposits; Reside from surface water treatment process		
Chloride	N	33	1.8-33	Mg/L	500	N/A	Runoff/leaching from natural deposits; sea water influence		
1Sulfate	N	45	13-45	Mg/L	500	0.5	Runoff/leaching from natural deposits; sea water influence		
TDS	N	320	250-320	Mg/L	1000	N/A	Runoff/leaching from natural deposits		
Specific Conductance	N	490	320-490	Micromhos	1600	N/A	Substances that form ions when in water; seawater influence		
*Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. **Source water monitoring for the Long Term 2 Enhanced Surface Water Treatment Rule (LT2 Rule) Cryptosporidium/E. Coli analyses was completed in 2009. ***The weighted running annual average (RAA) for Aluminum leaving Oliver P. Roemer water Filtration Facility was 120 Ug/L in year 2013. This is an aesthetic standard that does not pose a risk to public health (see definition for secondary standard.) To reduce Aluminum in the effluent water, Plant Staff regularly balances our primary coagulant chemical (Aluminum Sulfate) with treatment equipment at the facility. Secondary MCLs do not have PHGs/MCLGs because secondary MCLs are set to protect the aesthetics of water and PHGs/MCLGs are based on health concerns. ****An Initial Distribution System Evaluation (IDSE) is required as part of State 2 Disinfectants and Disinfection Byproducts Rule (DBPR). IDSEs are an important part of the State 2 DBPR. They are one-time studies conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). The District will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the new State 2 DBPR. Recently the District has initiated site specific locational Running Annual Averages reporting results for the Stage 2 DBPR.									
OTHER CONTAMINANTS					INITIAL DISTRIBUTION SYSTEM MONITORING (****) / (DISINFECTION BY PRODUCTS)				
Contaminant	Highest Level Detected	Range	Units	MCL					
Sodium	32	6.6-32	Mg/L	No Standard					
Total Hardness	240	240	Mg/L	No Standard					
Calcium	76	38-76	Mg/L	No Standard					
Magnesium	12	10-12	Mg/L	No Standard					
Total Alkalinity	200	110-200	Mg/L	No Standard					
pH	8.7	7.5-8.7	Standard Units	No Standard					
Potassium	3	1.2-3	Mg/L	No Standard					

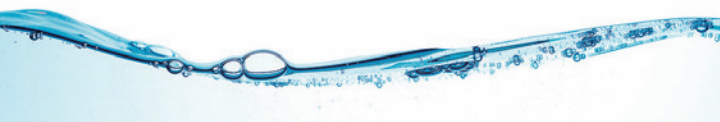
Help us conserve this precious resource

California is the midst of a historic drought. In April, Governor Brown asked us all to take additional steps to conserve water and set an aggressive conservation target to meet. We all play an important role in meeting this target, whether at home or work. Please review these simple water conservation tips and help us conserve this, our most precious natural resource.

- Fill washing machine and dishwashers before running them. Partial loads use the same amount of water as full loads – maximize the space in your machines and only run them when full.
- Little leaks add up in a hurry. A dripping faucet or a toilet leak can add up to hundreds of gallons of wasted water.
- Be sure to use low-flow showerheads and install aerators on your kitchen and bathroom faucets. They restrict the flow without compromising water pressure.
- Don't use a hose outside to clean sidewalks and driveways. Pick up a broom instead.
- Give your lawn only as much as water as necessary for it to survive. Don't over water and definitely do NOT allow water to land on sidewalks, driveways, streets or other hard surfaces.
- Be water wise and think before you turn on the tap.

The City of Rialto offers rebate programs to help you purchase high-efficiency toilets and washing machines, smart irrigation timers, high-efficiency and automatic shutoff nozzles, and turf replacement. Please visit the City's website at www.rialtoca.gov and look for the rebate application.

For more conservation tips and other drought-related information, please visit www.iefficient.com. iEfficient is a collaborative conservation effort developed by water agencies and cities throughout the Inland Empire. Recognizing the need to change the way local families and businesses think about and use water, we have united to help end water waste in the Inland Empire. The City of Rialto is a proud support of this important initiative.



CITY COUNCIL and ELECTED OFFICIALS

Deborah Robertson, Mayor

Joe Baca, Jr., Mayor Pro Tem

Ed Palmer, Council Member

Shawn O'Connell, Council Member

Ed Scott, Council Member

Barbara McGee, City Clerk

Edward Carrillo, City Treasurer

The City Council meets on the 2nd and 4th Tuesday of each month at 6:00 p.m., in the Council Chambers located at 150 S. Palm Avenue.

CITY EXECUTIVE STAFF

Michael E. Story, City Administrator

Robb Steel, Assistant to the City Administrator

Robert Eisenbeisz, Director of Public Works/City Engineer

UTILITIES COMMISSION

Barbara Zrelak-Rickman, Chairperson

June Hayes, Vice Chairperson

Ayo Akingbemi, Commissioner

Richard "Kim" Chitwood, Commissioner

Kevin Carlson Kobbe, Commissioner

The Utilities Commission meets on the 3rd Tuesday of each month at 6:15 p.m., in Council Chambers located at 150 S. Palm Avenue.

Customer Service

(909) 820-2546

Emergency After hours

(909) 820-2608

EPA Safe Drinking Water Hotline

1 (800) 426-4791